



The Tenants' Forum

22nd July 2024

The Guildhall

10am to 1pm

	DISCUSSION	Action by
84 84.1	<p><u>Welcome and Introductions</u></p> <p>The relevant housekeeping rules and fire evacuation procedures were explained by the Chair, and she also informed the members that the code of conduct was in place and reminded people not to talk over others that were talking during the meeting and to put hands up if a question needed to be asked.</p>	
85 85.1	<p><u>Minutes of Previous Meetings and Matters Arising</u></p> <p>The minutes of the Tenants' Forum for the 22nd May 2024 were checked, proposed and agreed.</p> <p>Proposed by CP Seconded by SL</p>	
85.2	<p>The Chair informed the Forum that at the October meeting of the group the Chief Executive would be attending and so would CS and DM from Bayswater Court to give energy efficiency advice, and at the November meeting the Housing Regulator would be also in attendance.</p>	
85.3	<p>CR raised the following points, she asked:</p> <ul style="list-style-type: none"> • Why was it that the Committee were having meeting themselves with the Assistant Housing Director, without the full Forum present? <p>The Tenant Experience, Influence and Support Manager (TP Manager) clarified that the Tenants' Forum Committee is elected by the Forum to represent them. The Committee always relay the concerns and comments made by members at these meetings. Discussions are held to decide agendas and future meetings, along with gaining responses from officers on points raised at the Forum.</p>	



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<p>85.4</p>	<p>The Chair confirmed the meetings are not secret and minutes are taken. The Chair confirmed many hours are spent by the Committee in planning and seeking information and CR is welcome to stand for the Committee and carry out the role. CRo confirmed she had not seen them.</p>	
<p>85.5</p>	<p>The TP Manager then asked the Forum members present who would like a copy only CR requested them. The TP Manager confirmed for transparency a copy would also be available at each Tenants' Forum meeting and sent to CR.</p>	
<p>85.6</p>	<p>The Vice Chair stated that the Tenants' Forum was the voice of the wider Hull community and worked for them. The Committee also worked for everyone to provide the Forum with the powers to enable the best decisions for the people.</p>	
<p>86</p> <p>86.1</p>	<p><u>Performance Manager and Business Insight and Quality Manager</u></p> <p>The Performance Manager and the Business Insight and Quality Manager gave a 6 monthly review of performance to the Forum. Presentation is available on request.</p> <p>The following points were discussed:</p> <ul style="list-style-type: none"> • Five themes, focusing on customer experience, putting residents first and meeting their needs, safety, sustainability and climate change, Strengthening Hull's neighbourhoods and communities and investing in modernisation and organisational development. • Wait times for residents to have their calls to 300300 answered (housing calls only). • Repairs (year to June 2024). • Neighbourhoods and Housing customer feedback 2023/24 (as at end May 24). • Homelessness duty cases, latest Homesearch data, empty properties and average relet times. • Proportion of homes with a valid gas safety certificate and proportion of properties with electrical installation condition certificates up to five years old. 	



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<p>86.2</p>	<ul style="list-style-type: none"> • Tenant satisfaction with their neighbourhood, estate walks undertaken, low-rise communal area inspections, complaints, satisfaction with ASB. • % customer contact received via digital channels, satisfaction that we listened to views and acted upon them, current tenant arrears and former tenant arrears. <p>Questions were taken from the Forum throughout the presentation.</p> <p>The Vice Chair stated that the information given to the Forum today was not the information given to the previous Customer Access Project Group in relation to call waiting times.</p> <p>Officers said that this would be investigated and where appropriate explanations given.</p>	
<p>86.3</p>	<p>JL stated that according to the data presented, the Councils average call wait time was 3 times the national Housemark average.</p>	
<p>86.4</p>	<p>CR asked what happened to customer complaints that were upheld.</p> <p>The Business Insight and Quality Manager replied that the upheld cases were included in the data given.</p> <p>The TP Manager then interjected that every quarter, the Designated Complaints Panel received a report, detailing such cases and their decision/ reasoning. The report includes how the service has “learnt” to enable improvement.</p>	
<p>86.5</p>	<p>CR further asked if compensation was given, who paid for it, the Council or KWL?</p> <p>The TP Manager replied that this would be investigated and reported back to the Forum.</p>	<p>TPO to add to action list</p>
<p>86.6</p>	<p>There was then a general discussion about Key Performance Indicators and the need for more to be applied and monitored by all concerned.</p>	



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<p>86.7</p>	<p>The Chair touched upon 167 homeless families living in temporary accommodation, when there were 125 voids that could be returned to stock to help these people, what were the cost implication of still having them void.</p> <p>The Business Insight and Quality Manager replied that some of the 125 void cases had complex repair issues, and more innovative solutions were being investigated to solve this by all concerned.</p>	
<p>86.8</p>	<p>CR stated that wouldn't it be better to source other contractors, preferably local ones, to carry out the work on voids instead of relying in KWL.</p>	
<p>86.9</p>	<p>MK stated also that she found it hard to believe that Hull City Council had let KWL be their only contractor for over 10 years, surely it would be better to have more competition in the service area to address the issues of repairs.</p>	
<p>86.10</p>	<p>MK also stated that as the tenants paid for this service, they should have more say in the running of KWL and who did the work.</p>	
<p>86.11</p>	<p>Following the break, the Chair informed the Tenants' Forum that Tpas Exemplar had been granted to the Council for a 3rd time, which was brilliant news, she thanked Officers and those who had participated in the evidence gathering.</p> <p>Thanks, was also given to SL and PR for attending the Tpas Tenants Conference with Officers.</p>	
<p>86.12</p>	<p>CR asked if the high-rise flats received an electrical check on their boilers or extractor fans, as she had not?</p> <p>RB also said that electric fire in tenanted properties were not checked either.</p> <p>Officers replied that this would be investigate and explanations given back to the Forum.</p>	<p>TPO to add to action list</p>



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86.13	The TP Manager interjected by asking the Chair of the MSL group to put this as an agenda item for a future meeting.	
86.14	<p>JL stated that in the data presented the tenant arrears was £4 million, whereas at the HRA consultation with the Finance Business Partner in January it was £10 million.</p> <p>Officers responded by saying that the £4 million was for housing only, and that the other figure included Council Tax and other relevant expenditure.</p>	
86.15	<p>CR asked why the Council did not request rent payments for tenants who did not pay their rent regularly to be paid direct to them?</p> <p>Officers replied that at present the rent element was still paid direct to the tenant, for them to pay the Council. In cases where they were in arrears, Housing Officers could apply for that element to be paid direct, however this was an 8-week process for them to follow.</p>	
86.16	<p>As this had been a successful discussion, the Chair asked the Forum to look at a separate meeting in the future for Officers to attend again just for performance matters.</p> <p>This was agreed.</p> <p>Officers were thanked for their presentation.</p>	
87	<p><u>Any Other Business</u></p>	
87.1	<p>CS asked if tenants decanted from Charles Brady Court whilst the refurbishment was taking place, would be able to go back, as 2 tenants had received letters stating that they would not, who temporary reside in Bayswater Court.</p> <p>Officers would investigate and provide an explanation.</p>	<p>TPO to add to action list</p>
88	<p><u>Close of Meeting</u></p>	
88.1	<p>The meeting closed at 1pm</p>	



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<p>Estimated cost of meeting.</p> <p>Postage, paper, photocopying: £81</p> <p>Refreshments: £218.50 (Light refreshment)</p> <p>Expenses: £43.89</p> <p>Taxis: £0</p> <p>Room Hire: £0</p> <p>Miscellaneous: £0</p> <p>No of invite letters sent: 120</p> <p><u>TOTAL COSTS £343.89</u></p> <p><u>Savings: by emailing, not using headed paper and no cost of room booking £112</u></p>	<p>Details of Meeting.</p> <p>No of Staff at meeting: 7</p> <p>No of guest speakers: 2</p> <p>Councillors at meeting: 0</p> <p>Forum Quorum: 12</p> <p>Tenant members: 19</p> <p>Resident members: 3</p> <p>None members: 1</p> <p>TOTAL No of Volunteers at Meeting: 23</p> <p>Duration of Meeting: 3 hrs</p> <p>Pre meeting: 12hrs</p> <p>During meeting: 69hrs</p> <p><u>TOTAL:</u> 81hrs</p>
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